

# COMPLAINT PERFORMANCE

## 2024/25 Annual Summary

This report summarises the performance of our Complaints Service from 1 April 2024 to 31 March 2025

**1,799** Service requests  
1,619 in 2023/24 **11%**

**1,202** Stage 1\*  
692 in 2023/24  
We agreed with 84% **73%**

**284** Stage 2\*  
133 in 2023/24  
We agreed with 81% **114%**

\*complaints responded to

**Housing Ombudsman Service and Local Government & Social Care Ombudsman (LGSCO)**

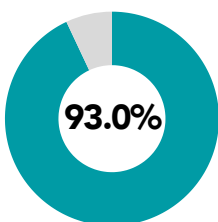
**30** Contacts  
28 contacts from Housing Ombudsman Service and 2 from LGSCO

**8** Investigations (cases)  
6 from Housing Ombudsman Service and 2 from LGSCO. 15 determinations received (13 from Housing Ombudsman and 2 from LGSCO).

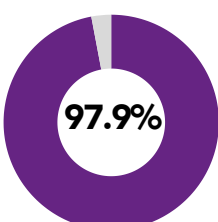
**777** Councillor / Member enquiries  
691 in 2023/24 **12%**

### Response times

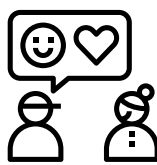
(including extensions)



Stage 1



Stage 2

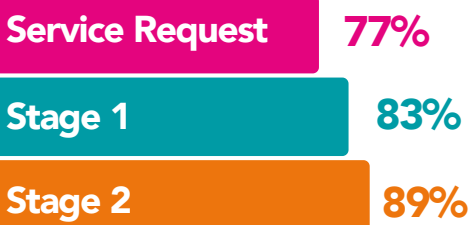


**646** Compliments  
1048 in 2023/24 **38%**



**£110,845** Compensation paid  
£82,247 in 2023/24 **35%**

### % Relating to Repairs



### Top 5 reasons complained about at Stage 1

- 26%** Delay carrying out repairs
- 14%** Poor communication
- 10%** Planned repairs
- 8%** Repairs quality
- 7%** Damp & mould

### Customer Satisfaction



**Easy to complain**  
74% **-3%\***



**Treated complaint fairly**  
82% **+9%**



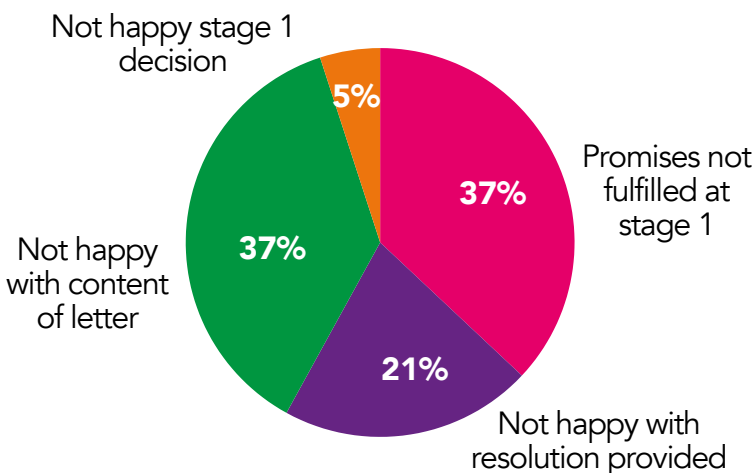
**Outcome**  
66% **+21%\***



**Overall**  
43% **-18%\***

\*compared with 2023/24 satisfaction

### Reasons escalated to stage 2



### KEY - compared to 2023/24



Increase in 24/25



Stayed same for 24/25



Decreased in 24/25

